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Attorney Docket No.: 27996-133  
(formerly 103180-45024)

## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Peter Tavernese Jr. Examiner: Nguyen, Quynh H.  
Serial No.: 09/745,305 Group Art Unit: 2614  
Filed: December 21, 2000 Confirmation No: 2060  
Title: **CUSTOMER SERVICE RESPONSE SYSTEM FOR INTERACTION WITH  
CUSTOMER SERVICE AGENTS**

### MAIL STOP AF

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

### TRANSMITTAL LETTER

Transmitted herewith for filing in the above-identified patent application are the following documents:

1. Notice of Appeal to the Board of Patent Appeals and Interferences Under 37 C.F.R. § 1.191 (1 page);
2. Petition for one month extension of time (1 page);
3. Check No. 3617 in the amount of \$500.00 (appeal fee);
4. Check No. 3618 in the amount of \$120.00 (extension of time fee); and
5. Return postcard.

The Commissioner is hereby authorized to charge any fee that may be due, or to credit any overpayment, to Deposit Account No. 50-0311, Ref. No.: 27996-133. A duplicate copy of this transmittal letter is enclosed.

Respectfully submitted,

Boris A. Matvenko, Reg. No. 48,165

Attorney for Applicant  
MINTZ, LEVIN, COHN, FERRIS  
GLOVSKY AND POPEO, P.C.  
Chrysler Center, 666 Third Ave., 24<sup>th</sup> Fl.  
New York, NY 10017  
Tel: (212) 935-3000  
Fax: (212) 983-3115

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